



COPY OF PAPERS  
ORIGINALLY FILED

Attorney's Docket No.: 002950.P015

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re International Application Of:

Richard Ney, et al.

Application No.: 09/379,385

Filing Date: August 23, 1999

For: METHOD AND PROCESS FOR  
ACCUMULATING AND  
SUMMARIZING DATA FOR  
DEFINED TIME INTERVALS  
WITHIN A CUSTOMER  
INTERACTION SYSTEM

Examiner: Thomas Dixon

Art Unit: 2161

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231

on April 24, 2002  
Date of Deposit

Monique M. Pearson  
Name of Person Mailing Correspondence

Signature: [Signature] Date: 4/24/02

Assistant Commissioner for Patents  
Box Non-Fee Amendment  
Washington, D.C. 20231

AMENDMENT AND RESPONSE TO THE OFFICE ACTION

Sir:

In response to the Office Action of January 24, 2002, please enter the following amendments.

IN THE CLAIMS

✓✓✓✓✓  
Please amend the claims 6,7,14, 19, and 20 as follows:

RECEIVED  
MAY 23 2002

GROUP 3600

21 Sub B2  
6. (Amended) The method of claim 1, wherein the cumulative record is identified from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying a data operation that determines how the